

# METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING KNOWLEDGE MANAGEMENT SERVICES

## ABSTRACT OF THE DISCLOSURE

5           An exemplary embodiment of the invention relates to a method, system, and storage  
medium for providing knowledge management web services over a network. The system  
comprises at least one computer workstation coupled to a server via the network; one or more  
business applications executable via the server; a data storage device accessible to the server;  
and a knowledge management enabling tool executing on the server. The knowledge  
10 management enabling tool includes: a graphical user interface; at least one application  
programming interface; a solution environment; and a knowledge management enabling  
environment integrated with the business applications and the solution environment via the  
application programming interface. The knowledge management enabling tool facilitates  
receipt, classification, storage, and retrieval services relating to knowledge via the business  
15 applications. The knowledge management enabling environment includes a repository including  
a knowledge base which further comprises a metadata subcomponent configured to manage  
structured data, a binary large object subcomponent configured to manage unstructured data, a  
structuring component, a search component, and a collaboration component. Other  
embodiments of the invention include a method and storage medium for implementing  
20 knowledge management services.